

SAINT PAUL PARKS AND RECREATION  
**Policy and Procedures - SECTION AND/OR UNIT**

**Number:** DIV. 7.2.1

**Effective Date:** September 1, 2004

**Placement:** Fees, Rental, Permit and Other Charges

Supercedes: Refund policies / procedures previously instituted by all Parks and Recreation sections.

**SUBJECT:** REFUND POLICY

**PURPOSE:** To provide clear refund guidelines and procedures for issuing refunds.

**SCOPE:** All customers requesting a refund.

**PROCEDURE (OR REQUIREMENTS, WORK RULES, EXPECTATIONS)**

Parks and Recreation will handle refunds as follows for all fees collected. This policy will be made available to all customers at or before the time of their providing payment.

**General Conditions**

- Refunds must be approved by the section manager or their designee.
- All refunds must be requested prior to the date of the event (or the first meeting of series).
- Refunds will not be issued for any reason for any single fee, registration or rental costing \$10 or less.
- Refunds for fees collected for service costing between \$10.01 and \$50 will be reduced by \$10.
- Refunds for fees collected for service costing greater than \$50 will be reduced by \$25.

Requested Refund Amount	Refund Reduced by
\$0.01 - \$10.00	No Refunds Given
\$10.01 - \$50.00	\$10 reduction
\$50.01 and up	\$25 reduction

Exceptions (unless specifically noted below) will be granted only if Parks and Recreation is unable to provide the full service for which a fee was originally collected (class or lesson cancelled, rental facility closed, unsatisfactory results, etc.). In these cases, section managers or their designees may authorize refunds in amounts that vary from the structure as previously defined up to the amount of the original fee collected.

Specific exemptions to the above are as follows and are incorporated herein as part of this policy. Unless specifically noted below, the above listed terms will apply.

**For Facility Rentals at the Marjorie McNeely Conservatory at Como Park and the Clarence W. Wigington Pavilion on Harriet Island**

- Rental of areas of the Marjorie McNeely Conservatory and the Clarence W. Wigington Pavilion require a deposit.
- If the rental is cancelled at any time **at least six months (180 calendar days) in advance** of the event date, the deposit will be refunded at 50% of its original value.
- If the rental is cancelled **less than six months (180 calendar days) in advance** of the event date, no refund will be given.

SAINT PAUL PARKS AND RECREATION  
**Policy and Procedures - SECTION AND/OR UNIT**

**For Fees Relating to Activities at Recreation Centers**

- All refunds will be reduced by a \$10 administrative fee, regardless of the cost of the original registration. Refunds will not be issued for any reason for any single registration that was \$10 or less.

**For Municipal Athletics Related Fees**

- All refunds will be reduced by a \$25 administrative fee, regardless of the cost of the original registration. Refunds will not be issued for any registration that was \$25 or less.
- Any refund requested after the first week of any sport registration period will be reduced by 50% of the original registration fee for that sport.
- No refunds will be given once league schedules have been sent out.
- Rental of any Municipal Athletic field requires a deposit.
- If the rental is cancelled **at least one month (30 calendar days) in advance** of the rental date, the deposit will be refunded at 50% of its original value
- If the rental is cancelled **less than one month (30 calendar days) in advance** of the rental date, no refund will be given.

**For Public Event Permits**

- Public Event Permits require a non-refundable application fee.
- Events cancelled **prior to April 30<sup>th</sup> and at least 60 days prior** to the event date will receive a refund of 50% of all fees paid.
- Events cancelled **30 to 60 days prior** to the event date will receive a refund of 25% of all payments made.
- Events cancelled **10 to 29 days prior** to the event will receive no refund of any payments made towards the facility/site charge or picnic pavilion rental, but will receive an 85% refund of any payments made towards stage erection, an alcohol service fee, a damage deposit, and/or required utility location costs.
- No refunds will be given for events cancelled **within 10 days** of the event date.

**For Rental of the Showmobiles**

- Rental of a Showmobile requires a deposit at the time of application.
- In case of cancellation, the applicant must notify Parks and Recreation at least 24 hours in advance. For Saturday, Sunday and Holiday cancellations, 72 hours notice (before noon of the last business day) is required. If the Park Permit Office is given the required notice of cancellation, the rental fee will be refunded minus a \$25.00 reduction.
- No refunds will be given without proper notification of cancellation.

**For Fees Paid Relating to Golf**

- Golfers may receive a full refund of their fees paid for play (rounds and carts) if the refund is requested prior to the beginning of play.
- Golfers may receive a rain check if play is suspended due to inclement weather, or if they must leave due to a family emergency or sickness. Rain checks given for these reasons will be issued to golfers who purchased 9 hole tickets, but have played less than 5 holes, and golfers who have purchased 18 hole tickets, but have played less than 9 holes. If the holes played criteria is met, rain checks will be in the amount paid for the ticket, and if necessary, the cart.
- Cash refunds in lieu of rain checks will only be considered for out-of-state guests, and will be

SAINT PAUL PARKS AND RECREATION  
**Policy and Procedures - SECTION AND/OR UNIT**

given at the discretion of the on-site manager.

- For merchandise purchased in the pro-shop, refunds will only be issued for un-used merchandise returned with a receipt within 90 days of the original purchase.
- Refunds for season tickets will be considered if customers can demonstrate an inability to play due to a condition of health. Refunds of this type will be pro-rated based on use prior to the change in health, and must be approved by the Special Services Manager.

**For All Other Facility Rentals, including Picnic Permits**

- Cancellation of a Facility Rental, including a Picnic Permit will be processed under the general conditions if the cancellation is requested **at least 14 calendar days** in advance of the event date. If the rental (permit) is cancelled **less than 14 calendar days** in advance of the event, no refund will be given.

**REQUIRED ITEMS AND/OR RELATED INFORMATION:**

**For an Automated Registration related refund, the following items are required:**

- Section Manager or their designee's approval for refund
- Name of the registrant and address
- Date of the registration
- Copy of the registrant's receipt (if payment was made with check or cash)

**For all other refunds, the following items are required:**

- Section Manager or their designee's approval for refund
- Name of the registrant
- Copy of the registrant's receipt
- Copy of the Daily Cash Statement (DCS) that original fee was deposited on